

**U31201: Communicate in the workplace**

Unit Descriptor:

This unit deals the skills and knowledge required to communicate in the workplace and applies to all individuals operating in the Entertainment and Events Industry.

ELEMENT	PERFORMANCE CRITERIA
	<i>To be competent you must achieve the following:</i>
1. Gather, convey and receive instructions, information and ideas	1.1 Verbal/written instructions received and responded to with correct actions. 1.2 Information to achieve work responsibilities is collected from appropriate sources. 1.3 Input from internal and external sources is sought and used to develop and refine new ideas and approaches. 1.4 Instructions are accurately conveyed and work signage responded to with correct action. 1.5 The <b>methods/equipment</b> used to communicate ideas, instructions and information is appropriate to the audience. 1.6 Effective listening and speaking skills are used in oral communication. 1.7 Instructions or enquires are responded to promptly and in accordance with <b>organisational</b> standards. 1.8 Questions are used to gain extra information and clarification.
2. Carry out face-to-face routine communication	2.1 <b>Communications</b> are conducted in an open and professional manner. 2.2 Appropriate language and tone is used to ensure effective two-way communication.

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|  | 2.3 | Active listening and questioning are used to ensure effective two-way <b>communication</b> .  |
|  | 2.4 | Cultural and social differences are identified and sensitivity to differences is displayed.   |
| 3. Communicate and follow work instructions                                      | 3.1 | Routine instructions, messages and schedules are given or followed.   |
|  | 3.2 | Workplace procedures are accurately interpreted and carried out according to procedures laid down by the <b>organisation</b> or supervisor.                           |
|  | 3.3 | Suggestions and information relevant to the planning/conduct of work activities are provided.   |
| 4. Draft routine correspondence  | 4.1 | Written information and ideas are presented in clear and concise language and the information is presented in a manner that is easily understood by the recipient(s). |
|  | 4.2 | <b>Correspondence</b> is drafted and presented within designated timelines.   |
|  | 4.3 | Presentation of written information meets organisational standards of style, format and accuracy.   |
| 5. Participate in group discussion/meetings to achieve appropriate work outcomes | 5.1 | Participation in on-site meetings/discussions is done in accordance with predetermined procedures.  |
|  | 5.2 | Interaction is carried out to achieve constructive outcome.   |
|  | 5.3 | Responses are conveyed to others in the group.  |
|  | 5.4 | Constructive contributions are made in terms of the work process involved.  |

**RANGE STATEMENT**

*You must cover the items below:*

**A. Equipment (at least 2)**

- (i) network systems
- (ii) telephones
- (iii) keyboard equipment including mouse, touchpad, keyboard
- (iv) pens, pencils
- (v) facsimile machines

**B. Methods (at least 2)**

- (i) texting
- (ii) email
- (iii) letters
- (iv) meetings
- (v) face to face

**C. Organisational (at least 2)**

- (i) quality assurance and/or procedures manual
- (ii) goals , objectives, plans, systems and processes
- (iii) business and performance plans
- (iv) legal and organisation policy/guidelines and requirements
- (v) access and equity principle and practice
- (vi) ethical standards
- (vii) occupational Health and Safety policies, procedures and programs

**D. Communication types (at least 2)**

- (i) oral
- (ii) electronic
- (iii) written
- (iv) non-verbal

**E. Correspondence (at least 2)**

- (i) memorandums
- (ii) messages
- (iii) proformas
- (iv) emails
- (v) standard/form letters
- (vi) reports

**UNDERPINNING KNOWLEDGE AND SKILLS**

1. Organisation's policies, plans and procedures.
2. Organisational timelines.
3. Correct spelling, grammar and punctuation.
4. Principles of effective communication in relation to listening, questioning and non-verbal communication.
5. Relevant legislation from all government agencies that affect business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination.
6. Types of communication tools/equipment.
7. Sources of information on work processes.
8. Relevant signs and symbols commonly used in the workplace.
9. Identify work requirements, understand and process basic, relevant workplace documentation.
10. Request advice, receive feedback and work in a team.
11. Organise work priorities and arrangements.
12. Select and use communication methods appropriate to a task.
13. Relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.
14. Convey meaning clearly, concisely and coherently.
15. Apply questioning and active listening techniques.
16. Communicate non-verbally in a clear and precise manner.
17. Demonstrate literacy skills in regard to basic workplace documents.

## EVIDENCE GUIDE

### (1) Critical Aspect of Evidence

You must provide evidence that shows you have done this over a sufficient period of time for your assessor to consider that you are competent. You have to prove that you can meet all of the performance criteria on at least two (2) occasions. This evidence must come from working in the Entertainment and Events Technology industry.

It is essential that competence be observed in the following aspects:

- demonstrate knowledge of principles of effective communication in relation to listening, questioning and non-verbal communication and correct spelling, grammar and punctuation
- receive and convey information accurately and interact with other team members
- communicate information about work activities and processes and demonstrate literacy in relation to work requirements
- communication methods used are appropriate to the audience
- participate in group discussion/meetings to achieve appropriate work outcomes and provide ideas
- messages and written communication are clear, concise and correct
- information is accessed, gathered and promptly provided in a clear and concise format
- correspondence produced is relevant to request and in accordance with quality requirements

### (2) Method of Assessment

Assessment methods must confirm consistency of performance over time and in a range of workplace relevant contexts.

Assessment should be by direct observation of tasks and/or samples of work and questioning on underpinning knowledge.

- direct observation
- oral questioning
- written test
- testimonials from clients
- evaluation of qualifications/portfolio/awards/resume/workplace documents
- authenticated assessments and/or assignments from relevant training courses
- supporting statement from supervisor or previous employer

Assessment methods should closely reflect workplace demands and the needs of particular groups (e.g. people with disabilities, and people who may have literacy or numeracy difficulties).

**(3) Context of Assessment**

Assessment may take place on the job, off the job or a combination of both of these. However, assessment of this unit would most effectively be undertaken on the job due to the specific workplace environment requirements. Off the job assessment must be undertaken in a closely simulated workplace environment.